

CLO CONNECT

Community Living Options Monthly Newsletter

Issue 23, November 2021



FROM OUR CEO

MEL KUBISA
CEO

Hello Team CLO,

I would like to thank everyone for their attendance and support of our first ever CLO conference. What a powerful message the two days delivered. We had some inspiring stories from our participants, Jamie, Trish and Mahendra, and we thank you for sharing your story, and we are so pleased we could support your journey to recovery and achieving your goals.

I would like to thank our keynote speakers, Maurice Corcoran, as always inspires that passion for human rights and supporting people to live free from abuse and neglect. Richard Bruggemann also continues to challenge our thinking in the sector and delivered a powerful message about 'How to stop the NDIS becoming the new institution.' However, both speak about investing value in our frontline workers and ensuring we support people with the right person in the right role. It is our support workers that develop that trusting relationship that our participants value.

Thank you, Denice and Ruth, our Board members for presenting about person centred leadership and the evolution of Disability Services in South Australia. And to all Board members for providing the opportunity for people in our organisation to ask questions about Governance and the future directions of CLO at the panel.

What are our takeaways? what did the conference inspire? For one, I think we need to do a conference again. Hearing for our people, some of whom presented to an audience for the first time is both the opportunity to share their work, their innovations and gain some professional development at the same time. Being together versus going to our separate conferences for me was much better; it gave me a much deeper sense of collaborations, innovations and stories from within our organisation.

We want to build on our active support model and embed practice leadership deeper into our organisational culture after hearing from Christine Bigby and the research into active support models being undertaken at La Trobe University. We will partake in the Royal Commission submission as noted by Maurice, to better support people to transition from forensic or medical settings to the community. We must get an article submitted about our collaboration of PBS and SIL to roll out our 31 Homes project. How powerful is that presentation when we are currently experiencing SIL funding reductions for high and complex service models.

My final comments are that we need to again be patient and flexible as we go through more change, both in our sector and internally. Over the quarter one period, we have had changes in our leadership team. We continue to work to stabilise excellence and accountability in our leadership structures—a time of risk and an opportunity for innovation and new ideas. We will continue to communicate regularly as things unfold. I thank you for your support in this. Coming up soon is our culture survey, again this year through Voice Project. We had so many takeaways last year from the survey and your voice resulted in many continuous improvements across CLO. This year, I encourage all staff to participate; the more responses we get, the better the survey results – thank you.

EMPLOYEE ENGAGEMENT SURVEY

What do we do well & what could we do better?

- Survey is Anonymous
- Survey takes 10-15 minutes
- Results will be communicated through Employee Voice Committee



The survey will be open from 15 November to the 13 December

Keep your eye out for a link from the People and Culture team.

WORLD QUALITY WEEK

November 8th – 12th

Please join us in celebrating World Quality Week, November 8th – 12th

This year the theme for World Quality Week is Sustainability – Improving products, people and the planet.

Quality is an integral element of our business here at CLO and is crucial in ensuring our products, systems and processes are of the highest standard.

This year during World Quality Week we not only celebrate the importance of quality management and its role in safeguarding staff and participants but also quality's role in sustainability and its environmental, social and governance (ESG) impact.

CLO supports a culture of quality continuous improvement and as such are constantly looking for ways that we can improve our products, systems and processes.

If you have made any improvements to CLO products, systems, our people and/or the planet - or if you have any suggestions or feedback on how CLO can further improve our products, systems and processes, please let us know through our [online feedback form](#).

Happy World Quality Week! #WQW21
#SustainableQuality

WORLD QUALITY WEEK 2021
proud supporter

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ALLIED HEALTH AND THERAPEUTIC SOLUTIONS

LOUISE MOUNTFORD

Senior Manager Clinical and Therapeutic Services

This month, the clinical hub has been a hive of activity as we have welcomed three new behaviour support practitioners to our team.

Renata Santos has joined us from her role within the childrens services team as a therapy assistant. Erin McKay has recently finished her Masters of psychology and has joined us after working as a PCSW within CLO to take her career that next step. Avril Luo had previously worked at CLO as a PCSW but more recently has joined us from her work as a social worker within Glenside. They are great assets to the team and bring a diverse range of skill and strength to our team.

Through providing orientation, coaching and mentoring to the newer practitioners it has been a valuable time to reflect on the skills within the existing team as we grow together and establish a strong team focus to the work we do.

Emily Franzon, our resident administration whizz, represented the work that we do in the PBS and support coordination space at Disability, Ageing and Lifestyle expo which has resulted in a number of people reaching out to us for support and potential employment opportunities.

At the recent conference it was a wonderful opportunity to hear Sam Warren and Kerry Boss speak about the work that they do and how the different elements of our team can support enrich the lives of people with disability.

Congratulations to those in the team, and the team as a whole, for receiving nominations in the annual awards as well.

2021 CLO CONFERENCE



We would like to thank everyone for their time and participation in the CLO conference. The whole two days went so much better than we could ever have wished for. How Inspiring, and even many learnings for us all. Thank you to all presenters, everyone did an amazing job. A big thank you to Tiff, Brittany and Amanda, your behind the scenes work to make all that go smoothly was astounding.

A special thankyou to Trish, Jamie and Mahendra, people are still talking about how powerful your presentations were.

Great work everyone, what a great first CLO conference!

LEARNING AND DEVELOPMENT



SAM FARRELL

Manager – Learning and Development

Hi Everyone,

Congratulations to all the annual award nominees and winners, and to the Learning and Development team for achieving the Innovation Excellent Award for 2020-2021, the team delivered many great outcomes exceeding expectations for the year. Learning & Development were also integral to the implementation, training and roll out of PeopleStreme, well done to Greg, Elyse, Hayley and Matt on their dedication and hard work in establishing a new department over the last 12 months.

There are new eLearning packages available in the PeopleStreme Course Library, please do go in and have a look - your participation and feedback is important so we can review and improve our training resources. Over the next couple of months the L&D coordinators will be visiting each region and around the offices, and available to pop into staff meetings for any questions.

Happy Learning from the Learning & Development team!



BRETT RANKINE

People and Culture Senior Manager

We are also saying farewell and a big thank you to L&D Manager Sam Farrell, who has led the team from its development. We wish her all the very best in her new career.

A NEW WAY TO SHARE YOUR FEEDBACK

The IT department have recently integrated the feedback function to CMS!

What does this mean?

This means that all employees can use CMS to submit any feedback.

This new function will also be used as an issue log to submit any formal complaints.

The function is live now in CMS and you can access it from any site computer. Look for this icon in the navigation menu:



We strive for excellence and we encourage everyone to share their feedback and/or complaints through the mechanisms available.

External feedback can also be submitted through the feedback function on the [CLO website](#).



CONGRATULATIONS TO OUR REWARD AND RECOGNITION WINNERS!

Southern Metro Carlton Team

The Southern Metro region would like to acknowledge the Carlton team (previous Travers) for assisting Andrew in moving house.

It has been Andrew's dream of over 10 years to find a new home, a place where he feels safe, that meets his individual needs and where he can truly be himself.

At the beginning of the month, Andrew was able to secure a new house and from then on everything went very quickly with the move date being within 5 days.

Everyone who has ever moved houses knows of the challenges and efforts to stem such project in this short time frame.

A big thankyou to Clint Mason, Steve Russell, Stefan Ndambuki and Christian Domagas. You have shown resourcefulness, dedication and great efforts to assist Andrew to pack his belongings and set up his new place within a week.

Andrew has settled in well and is looking forward to spending many more years in his beautiful new home.



PEOPLE AND CULTURE

SARAH JOHNSTON

Manager People and Culture

It's time for the Annual Employee Engagement Survey!

The Employee Engagement survey is designed to provide the opportunity for obtaining employee thoughts and opinions on the organisation. The survey provides a platform for employees to contribute their individual thoughts anonymously, with results being collated and presented in a way that will prevent individual responses from being identified.

The survey will:

- Obtain feedback on the views of management and staff across the company on areas such as: leadership, teamwork, communication and cooperation, issues that affect job satisfaction, general overall effectiveness etc.
- It will establish a data "benchmark" so that we will be able to compare how we are tracking over time and also how we are tracking as an organisation within our sector

The results are designed to be viewed as a cultural barometer, and in the spirit of continual improvement a barometer that management can use to prioritise future focuses and action plan with staff to bring about necessary change.

We are again partnering with Voice Project this year to deliver the survey, Voice Project also conduct surveys for several other not-for-profit, health and community sector organisations. Voice Project ensures the anonymity of all survey respondents.

The Survey will roll out over November, so please keep an eye out for upcoming communications with dates and instructions.



CLO Enterprise Agreement 2019 Implementation Update

Work on implementation of the EA into our systems over the last month has continued and remains focussed on smoothing out some identified system interpretation issues. It is essential that the updated rules are fully functional in the system in order for us to accurately calculate amendments (back payments) for staff.

We do apologise for the inconvenience this creates for our employees

We are doing everything we can to ensure these payments are completed as soon as possible and we will continue to update everyone as we progress.

We would like to thank everyone for your patience as we progress with these changes.

If you have any questions or would like further information about the survey or the EA Implementation, please reach out to your People and Culture team.

CLO ANNUAL AWARDS

This year's annual awards was hosted at the 2021 CLO Conference.

We would like to say a big congratulations to all of the award nominees and winners.

Thank you for the great work you do!

Awards & Winners

The Employee of the Year

Mim Spagnolo and Isabel Matene

CLO Gold Star - PCSW

Katie Knight

CLO Gold Star – Team of the Year

Alawoona Team

CLO Rising Star of the Year – Professional Development

Morgan Cundy

Innovation Excellence Award

The Learning & Development Team

Outstanding Achievement – Delivering Excellence

Tory Caltabiano

CLO Values Champion of the Year

Charlotte Sapio

CLO Customer Experience (CX) Champion of the Year

Cheryl Hubbard

Leadership Award

Dana Bischof

Quality & Innovation Award

Julie Stapleton



Andrew was very proud to present the Customer Experience Champion Award to staff member, Cheryl.

SPECIAL OLYMPICS- WINNERS!



A BIG congratulations to Bianca and Mahendra for both placing and winning medals in their events at the Special Olympics!

EMPLOYMENT OPPORTUNITY - A SEA CHANGE!

Do you know someone that is interested in a sea change?

Someone that is passionate to support our participants and that believes strongly in providing great opportunities and a great life?

We have an exciting opportunity to join Team CLO on Kangaroo Island in a part time and/or casual capacity.

The Recruitment Team would love to hear from you – please follow the link below to [watch our video](#) and see more of the great work that is being delivered on KI!

For further information please contact Luisa Hernandez directly on 7221 9550.



KANGAROO ISLAND GETAWAY



Last week a group of participants travelled to Kangaroo Island for a short getaway!

The trip included a visit to an animal sanctuary where everyone had the opportunity to hold a wedge tail eagle and pat a friendly owl. Jamahl (left) and Sophie (right) both enjoyed this experience.

From all accounts, it was an awesome getaway that everyone is keen to do again!

NEW TEAM MEMBERS + NEW ROLES



MEET ERIN

We are very pleased to welcome Erin McKay to the clinical and allied health team. Erin is one of our new Positive Behaviour Support Practitioners and has a long history with CLO as a PCSW prior to taking the next step in her career!

Congratulations on your new role, Erin!



MEET AVRIL

We are very pleased to welcome Avril Luo to the clinical and allied health team. Avril is one of our new Positive Behaviour Support Practitioners and also has a long history with CLO, supporting people with complex needs.

Congratulations on your new role, Avril!



MEET JACQUELINE

We are very pleased to welcome Jacqueline Miller to the Metro North West Team. Jacqueline is one of our new Service Coordinators.

Jacqueline joined CLO in 2020 as a support worker and joins us with a Bachelors of Psychological Science from The University of Adelaide, as well as experience in drug and alcohol outreach programs. Her passion and commitment to Psychosocial and forensic rehabilitation will be a valued addition to our already talented team.

Congratulations on your new role, Jacqueline!



MEET CATE

We are very pleased to welcome Cate Douglas to the administration Team. Cate is one of our new Administration Officers.

Cate comes from a background in NDIA with a vast amount of office administration and customer service experience and we are excited to have her on the Admin Team.

Welcome to the team, Cate!



MEET WENDY

We are very pleased to welcome Wendy Pettifer. Wendy is our new Senior Manager, and will be leading our newly structured SIL region with Ashton Tabard (Regional Manager). Wendy is currently working remotely from NSW and hopefully will be joining us in SA soon.

Wendy brings a wealth of knowledge as an experienced Executive and Manager across many organisations and vast experience operating in the NDIS environment. She has extensive experience in strategic and operational planning and management.

Welcome to the team, Wendy!



MEET RAN

We are very pleased to welcome Ran Boss to the Finance Team. Ran is the new Finance Team Leader.

Ran has a wealth of finance knowledge and leadership experience and we are excited to have him in the finance team.

Welcome to the team, Ran!



MEET LINDA

We are very pleased to welcome Linda Dally to the Recruitment Team. Linda is the new Recruitment Administrator.

Linda has worked over fifteen years undertaking roles in customer service and the past seven years in administrative based roles. Linda has had diversity in her career including claims management and nursing.

Welcome to the team, Linda!

